



Consumer Guide

Bundled Services and Billing

Combining several communications services — such as local and long distance telephone service, internet or broadband, TV and cable service, and wireless telephone service or Voice over Internet Protocol — into one package is commonly known as bundling. Choosing to bundle, with a single bill for multiple services, may save you money. However, it can also lead to confusion over billing.

For all billing or service issues, you should first try to resolve the issue directly with your service provider.

I have a problem with my local telephone service, including directory assistance, or telephone service within my state

Contact your state public service commission. Contact information can be found at www.naruc.org or in the blue pages or government section of your local telephone directory.

I have an issue with basic cable TV service rates or cable TV service quality

Contact your Local Franchising Authority. Contact information for your LFA can be found on your cable service bill or in your local telephone directory. Other resources include: your state or local Better Business Bureau, consumer protection agency or state Attorney General's Office.

What about satellite service issues?

The FCC does not regulate the cost charged for satellite programming, nor does it control how this programming is sold or packaged. The terms of the contract entered into by the customer and the satellite company determines the rights and obligations of the parties. State consumer laws may apply to these agreements. You may contact your state department of consumer affairs for more info.

Who should I contact about questionable charges on my phone bill?

The FCC's Truth-in-Billing rules require telephone companies to provide clear, non-misleading, plain language in describing services for which you are being billed. The company sending you the bill must identify the service provider associated with each charge. Telephone companies must also display, on each bill, one or more toll-free numbers that you can call to ask about or dispute any charge on the bill.

If you are unable to resolve disputed charges with the billing company or your service provider, contact:

- The FCC for charges related to telephone services between states or internationally
- Your state public service commission for telephone services within your state
- The FTC for non-telephone services on your telephone bill



Filing a complaint with the FCC

You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322) ; ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

How to file a complaint with the FTC

For charges on your telephone bill for non-telephone services, file your complaint with the Federal Trade Commission online at <https://www.ftccomplaintassistant.gov>, call the FTC toll-free at 1-877-382-4357 (voice) or 1-866-653-4261 (TTY), or write to:

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

For more information

For more information, see the FCC consumer guide Understanding Your Telephone Bill at www.fcc.gov/guides/understanding-your-telephone-bill.

Accessible formats

To request this article in an accessible format - braille, large print, Word or text document or audio - write or call us at the address or phone number above, or send an email to fcc504@fcc.gov.

###

This document is for consumer education purposes only and is not intended to affect any proceedings or cases involving this subject matter or related issues.

Last Reviewed 10/27/15

